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# **REQUEST FOR PROPOSAL**

**Housekeeping, Gardening, Pest control, Daily maintenance  
and Waste management services**

RFP No.: 2-210601

Project: Common Services Project

Country: Viet Nam

Issued on: 7 June 2021

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## SECTION 1. LETTER OF INVITATION

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - Form A: Technical Proposal Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Format of Technical Proposal
  - Form F: Financial Proposal Submission Form
  - Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [luu.ngoc.diep@undp.org](mailto:luu.ngoc.diep@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

Approved by:

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Name: Luu Ngoc Diep  
Title: Procurement Associate  
Date: **June 7, 2021**

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Name: Tran Thi Hong  
Title: Head of Procurement Unit  
Date: **June 7, 2021**

## SECTION 2. INSTRUCTION TO BIDDERS

<b>A. GENERAL PROVISIONS</b>	
<b>1. Introduction</b>	<p><b>1.1</b> Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p><b>1.2</b> Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p><b>1.3</b> As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<b>2. Fraud &amp; Corruption, Gifts and Hospitality</b>	<p><b>2.1</b> UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p><b>2.2</b> Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p><b>2.3</b> In pursuance of this policy, UNDP  (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;  (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p><b>2.4</b> All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p>
<b>3. Eligibility</b>	<p><b>3.1</b> A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p><b>3.2</b> It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees</p>

	meet the eligibility requirements as established by UNDP.
<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the</p>

	conduct or outcome of the procurement process.
<i>7. Language</i>	7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
<i>8. Documents Comprising the Proposal</i>	8.1 The Proposal shall comprise of the following documents: a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
<i>9. Documents Establishing the Eligibility and Qualifications of the Bidder</i>	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
<i>10. Technical Proposal Format and Content</i>	10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP. 10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive. 10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP 10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
<i>11. Financial Proposals</i>	11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs. 11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price. 11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.
<i>12. Proposal Security</i>	12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal. 12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.

	<p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <p>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</p> <p>b) In the event that the successful Bidder fails:</p> <p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
13. <i>Currencies</i>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
14. <i>Joint Venture, Consortium or Association</i>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification</p>

	<p>assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<p><i>15. Only One Proposal</i></p>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>f) they have at least one controlling partner, director or shareholder in common; or</li> <li>g) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>h) they have the same legal representative for purposes of this RFP; or</li> <li>i) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>j) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>k) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<p><i>16. Proposal Validity Period</i></p>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p><i>17. Extension of Proposal Validity Period</i></p>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p>

	<p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<p><b>18. Clarification of Proposal</b></p>	<p><b>18.1</b> Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p><b>18.2</b> UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<p><b>19. Amendment of Proposals</b></p>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
<p><b>20. Alternative Proposals</b></p>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<p><b>21. Pre-Bid Conference</b></p>	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
<p><b>C. SUBMISSION AND OPENING OF PROPOSALS</b></p>	



eTendering submission	<p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) <b>The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</b></li> <li>c) <b>The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</b></li> <li>d) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>e) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders">https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders</a> </li> </ul>
23. <i>Deadline for Submission of Proposals and Late Proposals</i>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
24. <i>Withdrawal, Substitution, and Modification of Proposals</i>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the</p>

	bid has been opened
25. <i>Proposal Opening</i>	25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.
<b>D. EVALUATION OF PROPOSALS</b>	
26. <i>Confidentiality</i>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. <i>Evaluation of Proposals</i>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> <li>a) Preliminary Examination</li> <li>b) Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>c) Evaluation of Technical Proposals</li> <li>d) Evaluation of Financial Proposals</li> </ul>
28. <i>Preliminary Examination</i>	28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.
29. <i>Evaluation of Eligibility and Qualification</i>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>e) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>f) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>g) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> </ul>

	<ul style="list-style-type: none"> <li>h) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>j) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<p>30. <i>Evaluation of Technical and Financial Proposals</i></p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p>31. <i>Due Diligence</i></p>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented</p>

	<p>and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p>32. <i>Clarification of Proposals</i></p>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<p>33. <i>Responsiveness of Proposal</i></p>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<p>34. <i>Nonconformities, Reparable Errors and Omissions</i></p>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p>

	<p>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</p> <p>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
35. <i>Right to Accept, Reject, Any or All Proposals</i>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. <i>Award Criteria</i>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. <i>Debriefing</i>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. <i>Right to Vary Requirements at the Time of Award</i>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. <i>Contract Signature</i>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. <i>Contract Type and General Terms and Conditions</i>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
41. <i>Performance</i>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount

<i>Security</i>	<p>specified in BDS and form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.</p>
<i>42. Bank Guarantee for Advanced Payment</i>	<p>42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a></p>
<i>43. Liquidated Damages</i>	<p>43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
<i>44. Payment Provisions</i>	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
<i>45. Vendor Protest</i>	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a></p>
<i>46. Other Provisions</i>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;ref=er">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;ref=er</a></p>

## SECTION 3. BID DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section. 2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	<b>Pre-proposal conference</b>	<p>Will be Conducted  Time: <b>10:00 am</b>  Date: <b>June 9, 2021 10:00 AM</b>  Venue: Green One UN House, 304 Kim Ma street, Ha Noi, Viet Nam</p> <p>The UNDP focal point for the arrangement is:  Ms. Luu Ngoc Diep  Telephone: +84 24 38500200  E-mail: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a></p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required

10	18	Currency of Proposal	<b>Vietnamese Dongs (VND)</b> _____
11	31	Deadline for submitting requests for clarifications/ questions	03 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Luu Ngoc Diep Address: 304 Kim Ma street, Ha Noi, Viet Nam E-mail address: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	<p><b>As indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</b></p> <p><b>PLEASE NOTE:</b></p> <p><b>1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.</b></p> <p><b>2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</b></p>
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email <input checked="" type="checkbox"/> e-Tendering <p><b>PLEASE NOTE:</b> Proposals submitted by courier/hand delivery or email <b>will be rejected.</b></p>
15	22	Proposal Submission Address	<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>

		<p><u>Insert below BU Code and Event ID number:</u>  <u>BU Code: VNM10</u>  <u>Event ID number: 2-210601</u></p> <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders">https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders</a></p> <p>If already registered, go to <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> and sign in using your username and password. <b>Use “Forgotten password” link if you do not remember your password. Do not create a new profile.</b></p> <p>If you have never registered in the system before, you can register by visiting the link below and follow the instructions in the user guide (attached):  <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a></p> <ul style="list-style-type: none"> <li>• <b>Username:</b> event.guest</li> <li>• <b>Password:</b> why2change</li> </ul> <p><b>It is strongly recommended to create a username with two parts: your first name and last name separated by a “.”, (similar to the one shown above).</b> Once registered you will receive a valid password to the registered email address which you can use for signing in and changing your password.</p> <p><b><i>Please note that your new password should meet the following criteria:</i></b></p> <ul style="list-style-type: none"> <li>• <i>Minimum 8 characters</i></li> <li>• <i>At least one UPPERCASE LETTER</i></li> <li>• <i>At least one lowercase letter</i></li> <li>• <i>At least one number</i></li> </ul> <p>You can view and download tender documents with the guest account as per the above username and password. However, if you are interested to participate, you must register in the system and subscribe to this tender to be notified when amendments are made.</p>
16	22	<p>Electronic submission (email or eTendering) requirements</p> <ul style="list-style-type: none"> <li>▪ Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ <b>Password for financial proposal <u>must not</u> be provided to UNDP until requested by UNDP</b></li> </ul>

17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	<b>August 1, 2021</b>
19		Maximum expected duration of contract	Three (03) years
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	<p>Purchase Order and Contract for Goods and Services for UNDP</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Mixed Goods and Services</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
23		Other Information Related to the RFP	<p><i>Bidders are responsible for checking the UNDP website: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> and <a href="http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html">http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html</a> for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal. Proposals submission by courier/hand delivery or email is not allowed.</i></p>

## SECTION 4. EVALUATION CRITERIA

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Minimum documents provided
- Bid Validity

### Part 1 - Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement	Pass/Fail
<b>Mandatory requirements</b>	1.1. Vendor is a legally registered entity	<i>Provision of Form B - Bidder Information Form - with copy of latest Business Registration Certificate</i>	
	1.2. Minimum 5 years of relevant experience (Either from lead or joined member)	<i>Provision of Form D and the Company Profile</i>	
	1.3. Minimum 2 contracts of similar value, nature and complexly implemented over the last 5 years (Either from lead or joined member)	<i>Provision of Form D with copies of the contracts as attachments</i>	
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	<i>Form A: Bid Submission Form</i>	
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	<i>Form A: Bid Submission Form</i>	
<b>Bankruptcy</b>	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	<i>Form A: Bid Submission Form</i>	
<b>QUALIFICATION</b>			
<b>History of Non-Performing Contracts<sup>2</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	<i>Form D: Qualification Form</i>	

<sup>2</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were

<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	<i>Form D: Qualification Form</i>	
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**All preliminarily selected bids will be evaluated on a Pass/Fail basis. Bids failing in meeting all the requirements in Part 1 will be rejected for further evaluation.**

## Part 2 – Technical Examination Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	500
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	200
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Capacity of the contractor on <ul style="list-style-type: none"> <li>- Years of experience</li> <li>- Scale of the company</li> <li>- Project management controls</li> <li>- Human resources capacity</li> </ul>	200
1.2	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills)	100
1.3	Relevance of <ul style="list-style-type: none"> <li>- Specialised knowledge</li> <li>- Experience on similar contracts in large organizations in Vietnam</li> </ul>	100
1.4	Demonstrated ability to provide environmentally friendly cleaning practices	100
<b>Total Section 1</b>		<b>500</b>

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Does the firm propose adequate and good human resources to cover all scope of	100

so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

	works in the Term of Reference?	
2.2	Does the firm recommend good list of cleaning supplies and products. Green or environment certificates for material and products are considered as good products?	200
<b>Total Section 2</b>		<b>300</b>

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Supervisor		110
	- General qualifications with relevant experience on housekeeping, pest control and gardening	80	
	- Having practical skill on English communication	30	
3.2	Technical person 1		30
	- Graduated from vocational school or school of technology (electric, electronic, or mechanic)		
	- Having skills and experience in handling Air-conditioning, electronic and/or electrical engineering duties		
	- Having practical skill on English communication		
3.3	Technical person 2		30
	- Graduated from vocational school or school of technology (electric, electronic, or mechanic)		
	- Having skills and experience in handling Air-conditioning, electronic and/or electrical engineering duties		
	- Having practical skill on English communication		
3.3	Technical person 3		30
	- Graduated from vocational school or school of technology (electric, electronic, or mechanic)		
	- Having skills and experience in handling Air-conditioning, electronic and/or electrical engineering duties		
	- Having practical skill on English communication		
Total Section 3			200

**All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.**

**Submission obtaining the highest weighted points (technical points + financial points) will be selected.**

## SECTION 5. TERMS OF REFERENCE

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### **Housekeeping, Gardening, Pest control, Daily maintenance and Waste management services**

#### **1. Background**

The Green One UN House is the product of a shared vision by the UN Country Team members in Vietnam (UNCT) to create shared, 'green' premises and to support the UN-wide, 'delivering as one', initiative. Therefore, sustainability was addressed from the project inception with the commitment to 'deliver green' included within the 2012 inter-agency Memorandum of Agreement (MOA). This early commitment, together with strong leadership, was instrumental in embedding sustainability principles in the design, construction, and operation of the building.

As of today, the GOUNH is home to 15 United Nations Agencies/Entities with more than 400 staff members working at its premises and periodically host events to visitors connected with the SDG's agenda. The GOUNH is managed by the Common Back Office (CBO) unit, which is a customer-centric and cost-effective UN shared center, delivering services in the areas of ICT, Building and Facilities Management, Green One UN House Security and General Administrative Services through a one-stop shop system. Unlike the traditional agency-led model, the Common Back Office (CBO) is managed under a collective Governance Mechanism, the Green One UN House Management Board (GMB), composed of Heads of 15 participant agencies under the leadership of the UN Resident Coordinator.

Since 2019, Covid 19 has become a serious challenge which requires more effort in common hygiene of the property.

The Green One UN House CBO therefore is seeking a services provider that can provide housekeeping, gardening, pest control, daily maintenance, and waste management services.

#### **2. Purpose and Objectives**

Provide the professional housekeeping, gardening, pest control and waste management services for the Green One UN House which is located at 304 Kim Ma street, Ngoc Khanh ward, Ba Dinh district, Hanoi, Vietnam.

The objectives are to:

- Keep the hygiene of common facilities in good condition.
- Determine the harmful animals, invasive creatures, and insects to have proper solution or treatment to keep the premise safe and sound.
- Maintain the garden, and outdoor areas.
- Collect and work with waste contractor for trash delivery out.
- Provide daily operations, technical support, daily maintenance and small repair under the guidance and instruction of GOUNH Facilities team.

### 3. Scope of work

#### Manpower structure

	<b><u>Frequency</u></b>	<b><u>Number of staff</u></b>
<b>Service supervisor</b>	<i>Daily</i>	1
<b>Housekeeping/ Cleaning</b>	<i>Daily/ Weekly/ Monthly</i>	<i>by assigned</i>
<b>Gardening</b>	<i>Daily</i>	<i>by assigned</i>
<b>Pest control</b>	<i>Weekly or as appropriate</i>	<i>by assigned</i>
<b>Waste management</b>	<i>As appropriate, by the cleaners</i>	<i>by assigned</i>
<b>Daily maintenance</b>	<i>Daily, including cleaning of technical areas</i>	<i>by assigned</i>
<b>Ad hoc tasks</b>	<i>As needed, performed by current staff working at GOUNH under the guidance of Facilities team</i>	<i>by assigned</i>

**Note:** back-up staff should be arranged by service providers.

#### A. **Service supervisor:**

A qualified service supervisor shall be daily working in the premise to assure the daily performance of contractor's soft service teams, control the quality of works, and report to GOUNH management team on daily basis.

Site supervisor shall have ability to communicate simple English.

#### B. **Housekeeping & Cleaning services:**

The housekeeping & cleaning services shall include, but are not limited to:

- Cleaning of offices, meeting/conference facilities, copy rooms, stairways, common areas, functional rooms (excluding server),
- Cleaning of all kitchenettes and bathrooms and their fixtures
- Cleaning of the attic and roof area
- Cleaning of the canteen
- Adequate cleaning services for the carpets and wooden floorings.
- Window cleaning (internal & external).
- Cleaning of facades, external walls (twice in the year) which are inhouse or below 4 meters outdoor.
- Weekly cleaning for all the fridges and freezers in the building
- Waste collection, including but not limited to hazardous, recycle and normal waste to be managed in an environmental way such as sorting, segregation...
- It is required that the below mentioned areas will always be cleaned, with all visible dirt removed from floor and surfaces, irrespective of weather conditions, and otherwise in accordance with what has been specified in the related service program.
  - Reception area and all entrance areas
  - All indoor public spaces/lounge areas on each floor, including areas around coffee machines.

- All outdoor spaces (sweeping and waste collection)
- All stairways, lifts lobbies, and elevators
- Canteen area (minus kitchen, cold room, and/or dry storage)
- All meeting and conference facilities before and after events
- Offices and functional rooms with equipment inside
- Toilets and accessories
- Technical buildings such as generator station, waste storage which are located behind the main building.
- Entry buildings which include security station, storage, lockers, meeting rooms, restrooms, and tunnel access way for logistics
- Parking lots including room for drivers.

#### **Service programs:**

The service is divided up into seven (07) different intervals. These intervals are called **A1, A2, B, C, D, E, and F**, respectively.

<b>Prog.</b>	<b>Schedule</b>	<b>Description</b>
<b>A1</b>	18:00 - 23:00	General cleaning of offices, functional rooms, and open areas after working hours
<b>A2</b>	07:00 - 18:00	Daily general cleaning during working hours. Shifts are arranged reasonably to cover the work scope
<b>B</b>	08:00 - 17:00	Weekly cleaning on Saturday
<b>C</b>	08:00 - 17:00	Monthly cleaning at the last weekend of the month
<b>D</b>	By actual	Quarterly cleaning, plan to do after working hours or in the weekends
<b>E</b>	By actual	Half year cleaning, plan to do after working hours or in the weekends
<b>F</b>	By actual	Clean the outdoor façade, lift booms will be supported by the GOUNH management team

**Note:** Detail of each program can be seen in the Annex. Back-up staff if needed should be arranged by service providers. The cleaning plan shall be submitted to the Facilities Manager (FM) for approval.

Contractor should have ability to do the extra services, and disinfection for the whole building in case of ad hoc task required. The price for disinfection by time shall be provided.

The cleaners are required to possess the following qualification and skills on:

- Having knowledge on the work nature of housekeeping
- Understanding the high standard while doing the work in an office building
- Customer orientation
- Understanding the Material Safety Data Sheet (MSDS) of chemical using for works

#### **C. Gardening service:**

Daily maintain the garden and plants in/outside the office building and in the GOUNH compound, by

- working out with cleaning team to collect the waste and leaves in the compound to make the organic manure for plants and trees besides the normal fertilizers.
- trimming, arranging the plants, trees in the garden.
- nursing or incubating the seedling for further replacement in the garden.

Regular daily maintenance all plants inside the office including, but not limited to:

- watering/ fertilizing all plants when required.
- trimming, removing any dead branches/ leaves/ plants.
- cleaning pots, planters, and flower bed.
- treatment for the disease as and when required.
- record the changes for the plants.
- proposing the actions needed to keep the office green and nice looking.

The service includes the plants rotation/replacement as well to ensure the garden is in good condition and available for UN staff to enjoy outdoor activities.

The gardeners are required to possess the following qualification and skills on:

- Having knowledge on the work nature of gardening and landscaping
- Understanding the work standard while doing the watering inhouse
- Having skills and experiences in determination, troubleshooting and implementation
- Understanding the MSDS of chemical using for plants and trees

#### **D. Pest control service:**

To perform the pest control activities for the whole buildings and surrounding areas including solution and treatment for rats, mosquitos, rodents, termites and as appropriate for the invasive animals if any such as snakes, cats, dogs, bats...

- Pest control (flush-out treatment) to be completed every 3 months.
  - Residual spraying: on walls' skirting, windows, door-frames, gaps between and under fixtures, under washbasins and floor traps, corridors, toilets, car park, surroundings areas, lifts, staircases, drainage systems, etc. by using residual chemicals.
  - Thermal fogging: into cracks and crevices in suspended ceilings, by using smoke chemicals.
  - Termite treatment: if determined
  - Rodent treatment: rat baits to be placed inside the building and external ground. Traps to be placed on possible entry points and runways.
- Monthly maintenance:
  - Residual spraying
  - Misting at Lobby and glass wall if necessary, to control flying insects

- Fly baits if necessary
- Larvicide in drainage system to control larvae.
- Putting termite traps if needed
- Rat treatment

To propose the strong solution by individual request if needed.

The pest control personnel are required to possess the following qualification and skills on:

- Having knowledge on the work nature.
- Having skills and experiences in determination, troubleshooting and implementation
- Understanding the MSDS of chemical using for pest treatment

#### **E. Waste management:**

To daily sort the wastes by cleaners of kitchen waste, dust, paper, battery, computer devices, toners, and other garbage.

The selected contractor will discharge the normal waste to the waste collection point at the time schedule agreed with URENCO according to the local rules and per national environmental regulations.

The selected contractor will keep the recycled/hazardous waste in the storage as instructed by GOUNH/Common back office (CBO) management team and will support CBO in discharging them in proper manners according to the local rules and per national environmental regulations.

#### **F. Daily maintenance:**

Three (03) technical personnel/handyman are required to carry out maintenance and rectification works regarding air-conditioning, electrical, fire protection, civil and carpentry works and other installation or renovation within the premise under the instruction and guidance of GOUNH technicians and/or Facility Manager, include:

- Carrying out preventive maintenance on electrical and mechanical such as: air-conditioning, electrical, fire protection, fire alarm, plumbing systems, and other installation within the building.
- Troubleshooting mechanical, electrical and plumbing (MEP) faults and attending repairs/complaints.
- Daily inspecting technical building and keeping record.
- Liaising with contractors' workers and ensuring that work carried out meets specifications and health & safety.
- Carrying out minor alteration on MEP system when directed.
- Carrying out any other duties as assigned by GOUNH technicians and/or Facility Manager.
- Carrying out minor installations and repair as required by GOUNH technicians and/or Facility Manager.
- Carrying out minor building and carpentry repairs.
- Cleaning the technical area, solar panels due to the maintenance programs

The technical personnel are required to possess the following qualification and skills on:

- Being graduated from Vocational School or higher on electric, electronic, or mechanic.
- Having skills and experiences in handling Air-conditioning, electronic and/or electrical engineering duties.
- Having practical skill on English Communication is an advantage.

#### **4. Material, tools, and equipment**

All products used inside the GOUNH must be environmentally friendly and comply with the national environmental regulations and the Vietnamese Green Building Council's guidelines. GOUNH management team is apply the ISO 14001 in Environmental Management.

The bidders are requested to submit the list of products, chemical that will be utilized in the GOUNH. Material Safety Data Sheet (MSDS) of each product or chemical, if any, shall be provided and instructed to each worker for operation and health & safety purpose.

Materials include (but are not limited to):

- cleaning products for, include (but are not limited to) walls, floors, carpets, mats, windows, solar panels, ...
- toilet paper for all toilets (good quality) including big and small rolls.
- hand wash soap/fluid for all sinks, including dispensers.
- kitchen cloths and sponges
- cleaning fabric for monitors (laptops, desktops...) will be approved by Manager of Information & Communication Technology
- other tool and equipment which are used for cleaning, pest control, gardening. The lift booms will be provided by GOUNH team in case of annual cleaning outside mission.
- caution and warning signs
- safety gears, ladders, scaffolding in case of working on height in cleaning missions.
- working equipment for supervisor

The contractor will provide all equipment as well as cleaning supplies required for performance of service. Paper towels, toilet rolls, plastic waste bags for trash cans, hand detergents and sanitizers are to be distributed for the use of staff, where stands have been put up and beside all sinks/wash basins and in breakout rooms/kitchenettes. All costs associated with supplies are to be included in the price of the cleaning service.

A stock of these items is to be always maintained in the storage rooms to cover consumption for at least one month. Biodegradable/compostable bags and all other environment friendly materials etc., necessary for carrying out the cleaning service, are also to be stored in the service store.

Supplies of goods are to be ordered, received, stored, and managed by the contractor delivering the cleaning service. The site supervisor or on-site personnel of the cleaning service shall always be present to receive supplies when delivered to the premises.

All rooms assigned for the storage of service materials are to be kept locked. Rooms are to be locked immediately after the service has been carried out in those rooms.

Contractor shall take full responsibilities on their material and stock.

## **5. Safety & security requirement**

All supervisor and workers shall follow the security regulation and instruction from GOUNH Management team or the Department of Safety & Security of the UN (UNDSS).

During weekends, cleaning can be done at any time unless conferences and/or large meetings have been announced to the Contractor in advance.

No one can stay the night in the premise unless an approval was announced.

The UN Holiday calendar will be provided. In total UN have 10 official holidays yearly. In general, the list is like below, noting that if the UN holidays fall on Saturday or Sunday, these might be moved to the following Monday (or in some cases Tuesday).

- 01 January - New Year's Day
- 30 January to 3 February (lunar calendar) - National Tet Holidays
- 30 April - Liberation Day
- 1 May - Labour Day
- 28 July - Eid Al-Fitr
- 2 September - Independence Day
- 06 October - Eid Al-Adha
- 25 December - Christmas Day

The GOUNH is subject to security regulations which are maintained jointly by a Security company. The said security rules are to be observed and the diplomatic status of the UN staff respected by the cleaning staff. The security regulations of the GOUNH shall be given to the contractor by the responsible Officer of the GOUNH.

**Note:** An ID Access-card, issued by UN, is to be always carried visibly by the servicing staff when working on the premises. The staff of the contractor are required to wear a uniform when they are working inside the GOUNH.

Neither smoking nor the consumption of any kind of alcohol is allowed when working in the area. The cleaning staff, at any point or time, should not take photo in the premises for external/personal use. Information/documentation encountered in the GOUNH remain the properties of the UN and should not be share with any other person.

Staff of contractor can be required to show the criminal background check certified by Bureau of Judgement.

## **6. Duration of the work and contract implementation time and Duty Station**

Duration & timing: 03 years starting from 01 Aug 2021

Probation time: 02 months.

Termination: 60 days of notice in advance.

## **7. Payment Terms**

The monthly lump-sum will be paid upon certification that the required deliverables, services have been met in full compliance with the UN requirement and acceptance of monthly service.

## **8. Administrative requirements**

The Common Back Office (CBO) Vietnam will provide a single point of contact for the service provider for the duration of the contract.

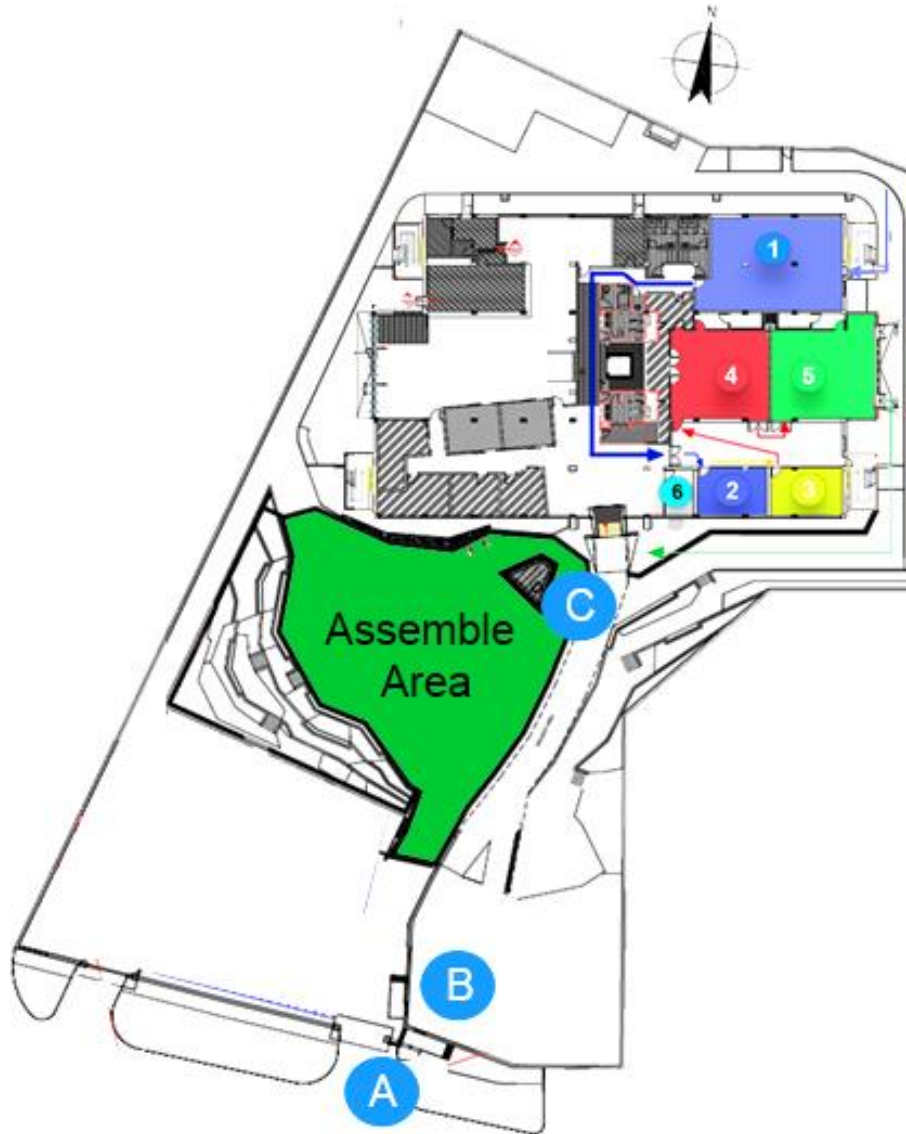
Payment and invoicing shall be issued monthly. All payment shall be made in currency of VND.

## ANNEX

Housekeeping, Gardening, Pest control, Daily maintenance and Waste management services

### Annex 1: Technical features of Green One UN House

General lay-out:



**A:** Front area of GOUNH

**B:** Entry building

**C:** Outdoor Assemble Area/ Garden/ Walkway

**1:** Gym

**Other:** functional/conference/meeting rooms

**Areas:**

Area	Area (m <sup>2</sup> )	Description
Ground	5,200	Main/Entry/Technical building, parking, walkway, gardens, tunnels, ground floor (GF), lockers, solar panel area
Entry B.	237	Security station, restrooms, meeting rooms
Parking	560	Parking lot, drivers' room
Assemble	626	
Garden	2,300	Garden, walkways, tunnel
GF	1,390	Main building
1F	1,027	Main building
2F	1,057	Main building
3F	1,164	Main building
4F	1,164	Main building
5F	1,054	Main building
6F	273	Main building
Roof	640	Main building, solar panel area

## **Annex 2: Cleaning programs**

**Program A1:** Daily regular cleaning on working days (after 18:00)

### **General cleaning of offices and open areas:**

Wastepaper baskets/ garbage stands	To be emptied. Bags and sacks to be replaced, empty cardboard boxes to be removed
Office desks/ tables	Accessible surface areas to be wiped with a moist cloth. (Papers etc. should not be moved).
Doors/ Doors handles	Stains to be wiped off
Windowsills/ ledges	Dusted/stains to be wiped off
Linoleum floors	To be dry or moist cleaned
Concrete floors	To be swept
Wooden floors treated with oil	Dry cleaned, swept, or vacuumed
Carpeted floors	To be vacuumed
Rugs/loose carpets (if any)	To be vacuumed
Stairways	To be treated according to specification.
Elevator	Stains on walls, doors, and floor to be removed
Entrance areas	To be vacuum-cleaned, stains on glass (doors and walls) to be removed.
Glass doors/partitions/walls	Polished to remove fingerprints/stains
Rubber mats	To be washed
Loose cushions	To be dusted/ vacuumed
Cups and other kinds of crockery left	To be placed in one of the assigned servicing stands

around	near the kitchen or in the break out rooms
Empty boxes, trash	To be removed
Windows and doors	To be closed
Lights and or AC	To be switched off
Chairs	To be placed properly around the tables and superfluous chairs are to be stacked in the assigned places
Canteen	<p>To be cleared of cutlery and crockery left around. (To be placed in one of the assigned servicing stands near the kitchen)</p> <p>All tables are to be wiped clean. Loose cushions and visitors' chairs to be brushed / vacuum cleaned. Roundels under the round tables must be dusted / wiped.</p>
Buffet areas	To be wiped clean
Break out rooms	<p>Counter tops and sink to be cleaned. Cupboard doors are to be wiped on the outside. Waste bins emptied/ bags replaced.</p> <p>Paper towels replenished. Tea towels / cloths changed.</p> <p>Percolators &amp; kettles wiped clean and switched off.</p> <p>Refrigerators and microwaves emptied and cleaned thoroughly on a weekly basis. Refrigerators are to be defrosted</p>
Functional rooms (toilets, gym, shower, lockers)	<p>Wastepaper baskets and garbage cans are to be emptied and bags to be replaced. All sanitary and electric installations, as well as paper towel containers, mirrors and switches are to be wiped clean /polished.</p> <p>Disinfecting liquid / spray should be used to clean gym equipment. Door handles and stains on doors are to be wiped off.</p> <p>Floors and doorsteps are to be washed.</p> <p>Supplements of paper and toilet soap are to be distributed and replenished as required. Floor gratings are to be cleaned.</p> <p>Shower curtains are to be drawn to allow them to dry.</p> <p>Bench and tables in outdoor areas are to be cleaned. Lights are to be switched off.</p>

**Program A2:** Daily regular cleaning during working hours (from 07:00 - 18:00, weekdays)

Meeting and conference rooms	<p>To be checked and cleaned after each workshop, meeting with a close collaboration with the service desk team)</p> <p>Tables tidied and wiped clean. Cups and other crockery are to be returned to canteen area. White boards are to be cleaned.</p> <p>Chairs are to be aligned around tables.</p> <p>Bins are to be emptied.</p>
Functional rooms (toilets, gym, shower, lockers, driver's room)	<p>Periodic inspections to ensure acceptable hygiene and presence of toiletries such as soap, toilet paper etc.</p> <p>Emptying of bins when necessary.</p>
Stand-by capacity	<p>Stand-by capacity to clean spills or similar by UN staff or visitors</p> <p>Do ad hoc task if needed under the guidance of the Facilities Manager</p>

**Program B:** Weekly cleaning (from 08:00 - 17:00, Saturday)

Water fountain	To be cleaned
Parking area	To be swept and cleaned
Roof	To be swept
Furniture & office equipment (screens, monitors, keyboards, etc.)	To be dusted
Telephones, desk lamps and accessible desk/table surfaces	To be wiped.
Windowsills and panels above floors	To be dusted and stains removed.
Doors, door handles and (light) switches on walls	To be wiped
Partition/Walls	To be wiped
Tables/Chairs in canteen area	To be wiped
Benches	To be wiped
Elevators	To be cleaned inside and outside
Cushions	To be vacuumed/brushed
Rugs	To be washed/cleaned as necessary
Wardrobes shelves and hanger	To be cleaned
Fire doors, alarm switches, fire extinguishers	To be cleaned
Refrigerators in kitchenettes	<p>To be cleaned</p> <p>Expired food shall be disposed</p>

**Program C:** Monthly cleaning (from 08:00 - 17:00, last weekend of the month)

Chairs with upholstery	To be vacuum cleaned/brushed, and other chairs are to be wiped with a moist cloth
Window frames	To be swept and cleaned
Water fountain	To be cleaned
Walkway	To be spray
Outdoor glass below 3 meters	To be cleaned
All technical equipment	To be wiped with a well-wrung cloth
Empty shelves	To be wiped. All edges and overhangs on walls as well as all pipes at a height which can be reached are to be dusted
Canteen	Chairs and table legs are to be wiped. Lamps positioned over the canteen tables are to be wiped clean. All loose cushions in guest / lounge areas are to be removed and vacuum cleaned on both sides.
Functional rooms	Shower cabins, basins, and electric installations as well as walls and floors are to be free of calcareous deposits and cleaned and disinfected. All doors are to be wiped on both sides, wall tiles and mirrors are to be wiped and polished. Waste bins and buckets are to be washed inside and out. Shower curtains are to be washed (while hanging) and left to drip dry.
Pest control	To be undertaken under the approval of FM.

**Program D:** Quarterly cleaning

Fumigation/pest control services	To be undertaken in collaborations with the FM
Closets	To be cleaned
Chests of drawers	To be moved and wiped, and the floor underneath is to be cleaned
Doors, top edges, door frames and door handles	To be dusted and wiped
Radiators and all connected pipes	To be dusted/wiped
Ceiling	To be wiped
Light fixtures	To be dusted/wiped
Stairs, iron constructions and walls	To be wiped
Entrance areas and glass walls/corridors/partitions	To be wiped/polished
Plaques and framed pictures	To be wiped
Glass	To be cleaned

Cobweb	To be swept
Elevators/ Stairway	To be wiped and cleaned
Front wall of GOUNH	To be cleaned
Canteen	All visible pipes and overhangs are to be wiped
Functional rooms	Floor outlets are to be cleaned and flushed, all floors are to be de-greased and cupboards are to be dusted / wiped. Shower cabins, sinks, toilets are to be disinfected.

**Program E:** Half year cleaning

Chairs and fabric coated surface	To be cleaned (twice a year)
Carpeted floors	To be cleaned (twice a year)
Canteen	Tables & Chairs are to be wiped
Sanitary appliances	To be free of calcareous deposit, and disinfected. All visible pipes and overhangs are to be wiped
Functional rooms	To be deep cleaned Wardrobes and cupboards are to be moved out and cleaned at the back, and the floor and walls underneath / behind are to be cleaned and washed. Showers, sinks, toilets are to be disinfected
Appliances in the breakout room	To be moved away from the wall and cleaned on the backside and the floor underneath and the walls behind are to be cleaned and washed
Free beams	To be cleaned on the top
Atrium Skylights	To be cleaned

**Program F:**

Windows & glass panels	To be cleaned
Atrium Skylights	To be cleaned
All windowsills	To be wiped dry (of moisture / water), and all objects which are removed during the cleaning process are to be replaced.
Whole buildings' exteriors cleaned	To be cleaned. GOUNH will support to hire the boom lifts

## SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
▪ Copy of latest Business Licenses in Viet Nam – Registration Papers, Tax Payment Certification, etc.	<input type="checkbox"/>
▪ Company Profile	<input type="checkbox"/>
▪ Copy of minimum 2 contracts of similar value, nature and complexity implemented over the last 5 years – to be <i>attached to Form D</i>	<input checked="" type="checkbox"/>
▪ Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references - <i>Form D</i>	<input type="checkbox"/>
▪ Copies of the audited financial statements (balance sheets, including all related notes, and income statements) – <i>attached to form D-Part 5</i>	<input type="checkbox"/>
▪ Procedures of cleaning process due to each different objects - <i>for demonstrated ability to provide environmentally friendly cleaning practices</i>	<input type="checkbox"/>
▪ List of cleaning supplies and products with the brand names.	<input type="checkbox"/>
▪ Organization structure of onsite team and supporting team (if any)	<input type="checkbox"/>
▪ CVs of proposed personnel (Supervisor(s) and technical persons) with copies of relevant certifications	<input type="checkbox"/>
▪ Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any)	<input type="checkbox"/>

## Financial Proposal Envelope

**(Must be submitted in a separate sealed envelope/password protected email)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form – <i>both in pdf and excel formats</i>	<input type="checkbox"/>

## FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we *embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.*

*We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.*

*We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference*

*Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.*

We understand and recognize that you are not bound to accept any Proposal you receive.

*I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## FORM B: BIDDER INFORMATION FORM

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> </ul>

	<ul style="list-style-type: none"><li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country</li><li>▪ Power of Attorney</li></ul>
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## FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture
 **OR**
☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
 Name of partner: _____	 Name of partner: _____
 Signature: _____	 Signature: _____
 Date: _____	 Date: _____

## FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

### Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

### Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

### Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☒ Attached are the 2 contracts of similar value, nature and complexly implemented over the last 5 years.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☒ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

## FORM E: FORMAT OF TECHNICAL PROPOSAL

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Organization's commitment to sustainability.

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.4 Any other comments or information regarding the project approach and methodology that will be adopted.

### SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

### SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

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I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

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Signature of Personnel

-----  
Date (Day/Month/Year)

## FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

*Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.*

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*